



## **RIO GRANDE ZOO GREETING TEAM VOLUNTEER JOB DESCRIPTION 2006**

### **GENERAL PURPOSE**

Greeting Team members act as hosts/hostesses for zoo visitors, greeting school children and the general public. Greeters explain zoo manners, distribute maps and give out general zoo information.

### **GENERAL REQUIREMENTS**

Anyone over 16 years old is eligible to become a Greeting Team member. Skills needed to become a successful Greeter include: an ability to talk informally to children and adults, both in groups and one-on-one, ability to effectively communicate zoo rules in a non-threatening manner, enthusiasm for the zoo and dependability. As a safety precaution, all volunteers are required to submit to a security check before they can begin volunteering. Greeting school groups requires a considerable amount of walking and standing.

### **MINIMUM TIME COMMITMENT**

Volunteers must commit to 36 hours during the year; 20 of these hours must be worked during March - May since this is our busiest season. Shifts are from 8:45am - 11:30am or 11:15am - 2:00pm, daily.

### **GREETING TEAM DUTIES**

To greet school groups, a Greeting Team member outside the front gate approaches each school bus group as it arrives at the zoo (two groups are scheduled every 15 minutes during the busy season). The Greeter explains the zoo policies to the children and the teacher and discusses the concept of the zoo as a zoological classroom. After the teacher-in-charge completes the paperwork with the zoo cashier and gives a wristband to each child and adult, the Greeter takes the group to the Group Entrance gate and zoo staff admits the group into the grounds.

Scheduling is the responsibility of the Greeting Team member. Greeters may sign up for the same shift(s) each week, and this is encouraged. If a substitute is needed, it is the Greeting Team member's responsibility to call and find the substitute. A list of all Greeting Team members will be provided.

### **SHIFT CAPTAIN DUTIES**

Shift Captains fulfill an important leadership role. Experienced Greeting Team members, or those interested in additional responsibilities, are eligible to become Shift Captains. Shift Captains are responsible for one shift a week. They coordinate other volunteers to ensure that all the duties are covered, and review the reservation schedule to verify that enough Greeters are working. Captains also monitor and replenish supplies (zoo visitor's

guides, pens, etc.).

## **TRAINING**

Training to become a Greeter can be completed on the job. Interested Greeting Team members can attend the volunteer Training on Tuesday, March 21 at 9:30am-3:30pm or Thursday, June 8, 9:30am – Noon or Friday, August 25, 9:30am - Noon. A variety of BioPark volunteer jobs will be discussed.

## **TANGIBLE BENEFITS**

Upon completion of training, Greeting Team members receive a volunteer ID pass, which allows free regular admission to the zoo, aquarium and botanic garden during regular daytime hours. Greeters also receive a discount at the food and gift concessions, and are encouraged to attend the monthly “Brown Bag” lectures. Greeting Team members are invited to monthly communication meetings in the Zoo Education Barn on the first Thursday and first Saturday of each month at 9:00am. Current BioPark happenings are discussed and Zoo Education information is relayed.

## **UNIFORM**

Greeters wear a green vest with the BioPark logo that they borrow during their work shift. It is the responsibility of the greeter to acquire an appropriately colored shirt/blouse and pants/skirt/shorts in any combination of beige, white, brown, khaki or black. Blue jeans/denim are not considered appropriate.

## **COSTS**

You will need to put a \$10.00 deposit down on a key to the Barn. You will receive your \$10.00 deposit back when you resign from volunteering.

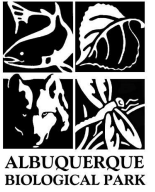
## **ORGANIZATION**

All Greeting Team members sign in at the Education Barn. Greeters report directly to Zoo Education Coordinator, Allyson Wallace. The Education Coordinator reports to the BioPark Education Curator, Bill Aragon.

## **CONTACT**

For more information, contact BioPark Education at 764-6245.  
Albuquerque BioPark Education  
903 10<sup>th</sup> St. SW  
Albuquerque NM 87102

**RIO GRANDE ZOO  
GREETING TEAM 2006  
VOLUNTEER JOB APPLICATION**



Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_ Email \_\_\_\_\_

Are you over 18 years old? ☐ Yes ☐ No If under 18, how old? \_\_\_\_\_

In case of emergency:

Name	Phone Number	Relationship
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How did you find out about becoming a Greeting Team member?

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How much time do you anticipate you can volunteer per week?

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Why do you want to be a Greeter? (This is important to us so that we can meet your expectations.)

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**Please Sign Back**

**RIO GRANDE ZOO  
GREETING TEAM MEMBER  
VOLUNTEER CONTRACT/RELEASE**

I have read the Rio Grande Zoo Greeting Team job description, and understand the responsibilities of becoming an Albuquerque Biological Park Greeter. I am willing to enter into an agreement with the City of Albuquerque, Albuquerque Biological Park, and commit to donating at least 36 hours of my time per year (20 of these hours to be worked during March - May) to the Rio Grande Zoo. In return, I will be provided classroom and on-the-job training and free access to the Rio Grande Zoo while I am an active Greeter.

I agree that I shall be responsible for any injuries or damage incurred by me while performing volunteer services at the Albuquerque Biological Park. The City will, however, be responsible if I am injured and the injury is caused by the sole negligence of the City or its employees. I agree that I will consult with my physician and insure that any inoculations recommended are maintained in a current status.

I understand that the City will hold me responsible for any damage to property of the City or property belonging to third parties if the damage is caused by my negligent conduct. Likewise, I understand that the City will hold me responsible for all injuries sustained by persons when the injury is caused by negligent conduct. I understand and agree that I shall be expected to pay for damages or injuries caused by my negligence.

I understand that this volunteer contract may be terminated at any time by either myself or the Albuquerque Biological Park without cause. In such event, any programs and educational materials that I have developed will remain the property of the Albuquerque Biological Park.

RIO GRANDE ZOO GREETING TEAM MEMBER

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Printed Name

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Address

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City

State

Zip

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Signature

Date

Mail application, contract/release and background check forms to:

Albuquerque BioPark Education

Cathy Wylie

903 10<sup>th</sup> Street NW

Albuquerque NM 87102

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APD Form \_\_\_\_\_